



IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Marianne Hickey

Confirmation No.: 7400

Application No.: 09/994,915

Examiner: Cheryl M. Reid

Filing Date: 11/27/2001

Group Art Unit: 2142

Title: ENHANCEMENT OF COMMUNICATION CAPABILITIES

Mail Stop Amendment
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Sir:

This Information Disclosure Statement is submitted:

- () under 37 CFR 1.97(b), or
(Within three months of filing national application; or date of entry of national application; or before mailing date of first office action on the merits; whichever occurs last)
- (X) under 37 CFR 1.97 (c) together with either a:
() Statement under 37 CFR 1.97(e), or
(X) a \$180.00 fee under 37 CFR 1.17(p), or
(After the CFR 1.97 (b) time period, but before final action or notice of allowance, whichever occurs first)
- () under 37 CFR 1.97 (d) together with a:
() Statement under 37 CFR 1.97(e)(1) or (2), and
() a \$180.00 fee set forth in 37 CFR 1.17(p).
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Please charge to Deposit Account 08-2025 the sum of \$180.00. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25.

(X) Applicant(s) submit herewith Form PTO 1449 - Information Disclosure Statement together with any required copies of patents, publications or other information of which applicant(s) are aware, which applicant(s) believe(s) may be material to the examination of this application and for which there may be a duty to disclose in accordance with 37 CFR 1.56.

() A concise explanation of the relevance of foreign language patents, foreign language publications and other foreign language information listed on PTO Form 1449, as presently understood by the individuals(s) designated in 37 CFR 1.56 (c) most knowledgeable about the content is given on the attached sheet, or where a foreign language patent is cited in a search report or other action by a foreign patent office in a counterpart foreign application, an English language version of the search report or action which indicates the degree of relevance found by the foreign office is listed on form PTO 1449 and is enclosed herewith.

It is requested that the information disclosed herein be made of record in this application.

- () I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450. Date of Deposit: _____
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() I hereby certify that this paper is being transmitted to the Patent and Trademark Office facsimile number _____ on _____
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Respectfully submitted,

Marianne Hickey

By Randy A. Noranbrock
Randy A. Noranbrock

Attorney/Agent for Applicant(s)
Reg. No. 42,940

Date: 11/30/2005

Telephone No.: (703) 684-1111

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INFORMATION DISCLOSURE
CITATION IN AN
APPLICATION



(PTO-1449)

ATTY. DOCKET NO.

1509-247

SERIAL NO.

09/994,915

APPLICANT

HICKEY, Marianne et al

FILING DATE

11/27/2001

GROUP

2142

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	WO 98/37687 A1	08/27/1998	WIPO			Yes No
	WO 98/59461 A2	12/30/1998	WIPO			Yes No
	WO 99/18514 A1	04/15/1999	WIPO			Yes No
	WO 00/03329 A1	1/20/2000	WIPO			Yes No
	WO 01/03036 A1	01/11/2001	WIPO			Yes No
	WO 01/24092 A1	04/05/2001	WIPO			Yes No
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	Neff, Todd, The Multimedia Contact Center: Corporate Façade or Human Face? Page 1. By Todd Neff, The Murrow Center. April 10, 2000 http://itc.mit.edu/rpcp/Pubs/Theses/neff.pdf					
EXAMINER			DATE CONSIDERED			

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.

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	2 359 215 A	8/15/2001	United Kingdom			Yes	No
	WO 01/24092 A1	04/05/01	WIPO			Yes	No
	WO 01/03036 A1	01/11/01	WIPO				
	WO 00/58867 A1	10/05/00	WIPO				
	WO 00/57294 A1	09/28/00	WIPO				
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